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ABSTRACT

Organized in three parts, this book contains an introductory chapter and 17 case studies selected to show transfer applications in a wide range of organizational settings. In part 1, two chapters review the rationale, context, and research relating to transfer: "Transfer Concepts and Research Overview" (Mary Broad); and "Success Factors in Technology Training" (Harvey D. Feldstein, Terry Boothman). The cases in part 2 describe transfer applications that focus on development of skills and knowledge in individual learners: "Adult Basic Education: Riding Hi-Tech Rails to the Future" (Edward D. Gordon, Ronald R. Morgan, Judith A. Ponticell); "Growing Our Own: On-the-Job Training in a Local-Government Health Department" (Heidi Hoffman); "Transfer Strategies Supporting Interpersonal Skills Training for Supervisors: An Evaluation Study" (Kristi L. Andes, Lilanthi P. Ravishankar, Darlene F. Russ-Eft); "An Experimental Partnership: Addressing Diverse Needs in a Continuing Education Program" (Meg Karakekes); and "Building Transfer of Training into the Course Design Process" (Linda Smith Rutledge). The cases in part 3 present advanced systemic applications of transfer concepts: "Accelerating Cultural Change for an Engineering Process" (Kenneth W. Finley, Jr.); "Transfer Strategies for Communities: Substance Abuse Prevention" (Steven Seitz); "Building Saturn's Organization-wide Transfer Support Model" (Sharon Wall, Eleanor White); "Cross-Training to Support Organizational Restructuring" (Sandra L. Hastings, Ann Nichols, Alice Carter); "Transfer of Learning Strategies: Clinical Ethics for Nurses" (Cheryl Hall Harris, Patricia Wahlstedt); "Process Coaching: Honda of America's Model to Enhance the Transfer of Knowledge" (Pamela Jones-Morton); "Promoting Transfer through a Network of Problem Solvers" (Gary Schouborg); "Integrated Transfer Strategies for the Professional Selling Skills System" (Edward Del Gaizo); "Critical Transfer Factors for Organizational Change" (Edward W. Jones); "Developing Electronic Performance Support Systems" (Carole Joy Berkson, Wayne Robertson, Autumn Wagner); and "Integrating Training into Operations" (Mary Lippitt, Kay F. Quam). (KC)